

Fact Sheet

May 2012

Private rental assistance

Housing Pathways offers a range of options to help you secure a private rental property including:

- Tenancy Facilitation
- Private Rental Brokerage Service
- Tenancy Guarantee
- Rentstart (Bond Loan, Advance Rent, Temporary Accommodation and Tenancy Assistance).

Tenancy Facilitation

Tenancy Facilitation provides short-term assistance to help people understand renting in the private market, searching for properties, collecting appropriate documentation, making applications, and dealing with landlords and real estate agents.

Under Tenancy Facilitation we will also provide information on paying a deposit, paying a bond and advance rent, setting a tenancy start date, signing the tenancy agreement, completing the property condition report, paying rent, and information on moving into the property, such as organising telephone, gas and electricity connections.

Private Rental Brokerage Service

This service assists people who have support arrangements in place and who are assessed as having the capacity to rent in the private market. The service helps develop and enhance a client's capacity to access the private rental market, with the client directing the process as much as possible to build their confidence and skills.

We also work with landlords and real estate agents, building partnerships and networks to source potential private rental properties.



Tenancy Guarantee

A Tenancy Guarantee is intended to encourage private landlords and real estate agents to rent properties to people who are having difficulties entering the private rental market.

A Tenancy Guarantee of up to \$1500 is available to landlords and real estate agents to cover possible rental arrears and/or property damage over and above the rental bond.

Rentstart

There are a number of options available to people through Rentstart.

Bond Loan*: Housing NSW may be able to assist you with a loan of up to 75 percent of your rental bond, which is repayable to Housing NSW. Your payments will be returned to you at the end of the tenancy if there is no claim made by the landlord or real estate agent.

In exceptional circumstances, additional bond assistance and a small amount of advance rent may be provided. To be eligible, you must have a significant reason for moving from your current accommodation such as a medical issues or eviction. We also consider situations where you or a member of your household's personal

safety is at risk as in cases of domestic violence or child abuse or neglect.

Temporary Accommodation: If you are homeless and can demonstrate that you have nowhere safe to stay for that night, Housing NSW may offer to pay for a small number of nights of temporary accommodation. It would be a condition of this assistance that you show you are actively looking for other short-term or long-term accommodation.

Tenancy Assistance: If you are facing eviction from your private rental property because of rent arrears, your local Housing NSW office may be able to help you if you can show that this situation arises from a short-term problem, such as a sudden illness.

How do I apply for private rental assistance?

Complete the *Application for Housing Assistance* form, available from our website or your local social housing provider. Your application will be assessed to determine if a private rental assistance product is suitable for you.

***From 1 May 2012, bond assistance is available as an interest-free loan.**

Housing Pathways

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If you have found a property to rent in the private market and want to apply for a Rentstart Bond Loan, fill out the *Application for Rentstart Bond Loan* form, fax it to Housing NSW on 1300 722 404 or scan and email a signed copy to rentstart@facs.nsw.gov.au. You will be advised whether or not your application for Rentstart is approved by SMS and in writing.

What if I disagree with Housing NSW's decision?

If you believe we made the wrong decision, you should first discuss your concerns with a client service officer. You may also ask to have the decision reviewed. To do this, fill in the *Review of Decisions* form available from our website www.housing.nsw.gov.au or at your local Housing NSW office.

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office or
- phone 1300 HOUSING (1300 468 746)
- visit the Housing NSW website www.housing.nsw.gov.au

It is illegal for an officer of Housing NSW or a community housing provider to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to anyone who works for Housing NSW or a community housing provider in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746).

Translation service

Arabic	خدمة الترجمة الخطية والشفوية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450